



Uncollected Child policy

Statement of intent

In the event that a child is not collected by an authorised adult at the end of a session, Buckles and Bows will put into practice these agreed procedures. They ensure the child is cared for safely by an experienced and qualified practitioner who is known to the child.

Aim

In the event that a child is not collected by an authorised adult, we will ensure that the child receives a high standard of care in order to cause as little distress as possible. We inform parents/carers of our procedures so that, if they are unavoidably delayed, they will be reassured that their children will be properly cared for.

Methods

- Parents of children starting at the setting are asked to provide specific information which is recorded on our Registration Form, including:
 - home address and telephone number - if the parents do not have a telephone, an alternative number must be given, perhaps a neighbour or close relative;
 - place of work, address and telephone number (if applicable);
 - mobile telephone number (if applicable);
 - names, addresses, telephone numbers and signatures of adults who are authorised by the parents to collect their child from the setting, for example a childminder or grandparent;
 - information about any person who does not have legal access to the child (we must have a copy of any legal document stopping a parent named in the child's Birth Certificate from picking up their child); and
 - who has parental responsibility for the child.



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- On occasions when parents, or the persons normally authorised to collect the child, are not able to collect the child, they record the name, address and telephone number of the person who will be collecting their child on our Collection Sheet. We agree with parents how to verify the identity of the person who is to collect their child, usually by means of a password.
- Parents are informed that if they are not able to collect the child as planned, they must inform us so that we can begin to take back-up procedures. We provide parents with our contact telephone number. We also inform parents that - in the event that their child is not collected from Buckles and Bows by an authorised adult and the staff can no longer supervise the child on our premises - we apply the procedure set out below.
- If a child is not collected at the end of the session:
 - The Collection Sheet is checked for any information about changes to the normal collection routines.
 - If no information is available, parents/carers are contacted at home or at work.
 - If this is unsuccessful, the adults who are authorised by the parents to collect their child from Buckles & Bows - and whose telephone numbers are recorded on the Registration Form - are contacted.
 - All reasonable attempts are made to contact the parents or nominated carers.
 - The child does not leave the premises with anyone other than those named on the Registration Form and in the Collection Sheet.
 - If no-one collects the child after one hour and there is no-one who can be contacted to collect the child, we contact Surrey Multi-Agency Safeguarding Hub (MASH) on 0300 470 9100



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- The child stays at Buckles and Bows in the care of two fully-vetted workers until the child is safely collected either by the parents or by a social worker;
- Social services will aim to find the parent or relative and if they are unable to do so, the child will be admitted into the care of the local authority.
- Under no circumstances are staff to go to look for the parent, nor do they take the child home with them.
- A full written report of the incident is recorded in the child's file.
- Depending on circumstances, we reserve the right to charge parents for the additional hours worked by our staff at a rate of £5 per 15 minutes.
- Ofsted will be informed if social services or the police are contacted - telephone number **0300 123 1231**.